



Department of Medical Assistance Services  
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Richmond, Virginia 23219

[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID MEMO & MEDICAID PROVIDER MANUAL UPDATE

**TO:** All Medical Doctors, Nurse Practitioners, Professional Midwives, Health Departments, Rural Health Clinics, Federally Qualified Health Centers, Laboratories, Pharmacies, Outpatient Clinics and Managed Care Organizations Participating in the Virginia Medical Assistance Program

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services

**DATE:** 4/21/2008

**SUBJECT:** Plan First - The Medicaid Fee-For-Service Family Planning Waiver Program – New Provider Manual

On January 1, 2008, the Department of Medical Assistance Services (DMAS) implemented the new Medicaid fee-for-service family planning waiver program, **Plan First**. The purpose of this program is to improve birth outcomes, increase birth spacing, and to reduce Medicaid expenditures for pregnancy and child birth by preventing unintended pregnancies. This memo is designed to notify providers that the new Plan First Provider manual is available on the website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov). The manual provides detailed information regarding Plan First including eligibility, enrollment, covered services and limitations, and billing requirements. Plan First replaces the former Family Planning Waiver Program.

## **MANAGED CARE ORGANIZATIONS**

Individuals participating in Plan First will not be enrolled in a Medicaid Managed Care Organization.

## **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option (ARS) to access information regarding Medicaid or FAMIS eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider.

**“HELPLINE”**

The “HELPLINE” is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The “HELPLINE” numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the “HELPLINE” is for provider use only. Please have your Medicaid provider identification number available when you call.

All claims questions or concerns will be referred to the DMAS HELPLINE.

**PROVIDER E-NEWSLETTER SIGN-UP**

DMAS is pleased to inform providers about the creation of a new Provider E-Newsletter. The intent of this electronic newsletter is to inform, communicate, and share important program information with providers. Covered topics will include changes in claims processing, common problems with billing, new programs or changes in existing programs, and other information that may directly affect providers. If you would like to receive the electronic newsletter, please sign up at: [www.dmas.virginia.gov/pr-enewsletter.asp](http://www.dmas.virginia.gov/pr-enewsletter.asp).

Please note that the Provider E-Newsletter is not intended to take the place of Medicaid Memos, Medicaid Provider Manuals, or any other official correspondence from DMAS.